



# COUNTY OF LOS ANGELES

## CHIEF INFORMATION OFFICE


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LOS ANGELES, CALIFORNIA 90012

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June 4, 2003

To: Supervisor Yvonne Brathwaite Burke, Chair  
Supervisor Don Knabe, Chair Pro Tem  
Supervisor Gloria Molina  
Supervisor Zev Yaroslavsky  
Supervisor Michael D. Antonovich

From: Jon W. Fullinwider   
Chief Information Officer

### STATUS ON RECOMMENDATION CONCERNING E-DOCUMENTING PROJECTS

This memo is in response to your Board's motion of August 6, 2002, instructing my office, together with the Director of Personnel and the Registrar-Recorder/County Clerk, to review various ongoing e-documenting/electronic document management system (EDMS) projects that might be used as a model(s) demonstrating opportunities for improved efficiency within the County, and to report back to you with recommendations. The following information provides a current status on our efforts to conduct a countywide assessment and develop recommendations that address opportunities for the strategic application of EDMS within the County.

As reported in March, an online survey had been developed and was distributed to all County departments requesting detailed information concerning EDMS projects. The survey identified departments with EDMS systems, the type of applications currently in production or in the planning stages, as well as those departments without EDMS systems but that may have business activities or needs that could be effectively addressed through deployment of EDMS technologies. We are continuing our analysis of the responses. Findings, based on information compiled to date, have identified the following fourteen (14) departments that are actively using applications that fit within the definition of EDMS.

- Beaches and Harbors
- Executive Office/Board of Supervisors
- Chief Administrative Office
- Community Development Commission
- County Counsel
- Fire
- Health Services
- Human Relations Commission
- Human Resources
- Internal Services
- Public Works
- Registrar-Recorder
- Sheriff
- Treasurer-Tax Collector

The range of EDMS functionality being employed in the respective departments includes: imaging, optical character recognition (OCR)/data capture, document management, workflow, computer output to laser disc (COLD), digital/electronic signature, records management, et al.

Twenty-two (22) departments (some of whom have existing applications) have plans to deploy EDMS technology in one form or another over the next three-year period. To date, we have identified two (2) applications that currently incorporate the use of digital or electronic signatures as part of their EDMS applications and fifteen (15) of the planned EDMS project will incorporate the use of digital/electronic signatures. A more detail summary of the survey responses is attached.

*Based on the preliminary information compiled in the survey, we are pursuing the services of a consultant to assist us in formulating a County strategy, architecture and metrics for the deployment of EDMS. This will require the consultant to review of the survey, conduct departmental interviews and review documentation to gain an understanding of the planned versus realized benefits of EDMS in the County. The consultant will also be asked to assist us in identifying a specific candidate project, which can be evaluated to assess the impact of EDMS on County productivity.*

*Following the consulting engagement, a final report will be prepared that summarizes the business benefit EDMS is currently delivering and that presents an enterprise-wide strategy for EDMS across the County. The report will also present metrics for measuring the realized value of EDMS and recommend a specific candidate project around which guidelines for the deployment of EDMS technology can be developed.*

My office will continue to provide your Board with status reports at 60-day intervals until a final report is issued. We will complete the summary of the survey and bring the data together with recommendations for next steps within that final report.

If you have questions or require additional information, please contact me at (213) 974-2008, or in my absence, Jonathan Williams at (213) 974-2080.

JWF:GM  
EB:ygd

Attachment

c: Mike Henry, Director, DHR  
Conny McCormack, Registrar-Recorder/County Clerk  
Susan Toy Stern, Chief Deputy, DHR  
Raoul Freeman, Chair, Information Systems Commission

# EDMS Survey Responses

	Count	Percent		
Departments currently having one or more EDMS applications in production but nothing planned for the future	2	6.7%		
Departments having no current EDMS applications in production but having plans to implement EDMS in the future.	10	33.3%		
Departments having both existing EDMS applications in production and plans to implement additional EDMS applications in the future	12	40.0%		
Departments having no current EDMS applications in production nor any plans to implement EDMS in the future.	6	20.0%		
<b>Total</b>	<b>30</b>	<b>100.0%</b>		

DEPARTMENT	Current EDMS Projects (29)	Planned EDMS Projects (34)
Agiculture Commission		
Alternate Public Defender		APD EDMS REQUIREMENTS
Auditor-Controller		Community Redevelopment Agency project
Boards and Harbors	Departments Internal	GIS document management system
Board of Supervisors, Exec. Office	AAB Correspondence Filing	Commission Minutes, Agendas and Supporting Documents
	Board Agendas, Minutes and Supporting Docs	Office Automation
	Risk Management Claims Processing	
	Constituent Tracking	
Chief Administrative Officer	IMOUS	Real Estate Division (RED)
Child Support Services	Exec	Public (BOMB)
Community Development Comm.		
	AH - Imaging	Agency-wide EDMS
	CS - Imaging	
County Counsel	IManage Project	DOC Data Imaging Project
County Attorney		Digital Archiving Project
		Claims Application Project
Fire	FireMed Pro	HRDMS

DEPARTMENT	Current EDMS Projects (29)	Planned EDMS Projects (34)
Health Services	PACS System for Radiology IP DocuShare (Immunization Programs) Public Health Outpatient Encounter Form Scanning Project (outpatient clinics hospitals & incs) Application Xchanger EHR/RS	Medical SIT EDMS Document Tracking System
Human Relations Commission	Public Documents Posting and Updating	Public Document Approval Bottleneck Reduction
Human Resources	Interactive Manual	Advanced Records Management On-Line Appeals
Internal Services	CAMIS Archival System CAMIS Bid Specifications	
Military and Veteran Affairs		
Museum of Natural History		
Parks and Recreation		Document Imaging Probation Enterprise Document Management System (PEDMS)
Probation		N/A
Public Defender		Public Defender Electronic Case File
Public Library		Electronic Archiving/Retrieval System
Office of Public Safety	Report Manager (1) Report Manager (2)	eDAPTS
Regional Planning		PDF Document Management System
Registrar-Recorder	Vital Records Certificate Imaging System	Archive Inactive Employee Personnel Files
	Real Property Electronic Recording System	Electronic Performance Evaluation System
	Vitals	Real Property Electronic Recording System (1)
		Real Property Electronic Recording System (2)
Sherriff	Sherriff's Integrated Records Retrieval and Assembly System Law Enforcement Resource Library	Administrative Documents Retrieval and Assembly Sherriff's Personnel Performance Index Object and Workflow Enabling Utilized out with address, Workdays compensation
Treasurer-Tax Collector	Alchemy Kyrus Image Archive	Optima 3 IMS

Departments Not Yet Responding		
AFFIRMATIVE ACTION COMPLIANCE		
ANIMAL CARE AND CONTROL		
CHIEF INFORMATION OFFICE		
CHILDREN AND FAMILY SERVICES		
CONSUMER AFFAIRS		
MENTAL HEALTH		
MUSEUM OF ART		
PUBLIC SOCIAL SERVICES		

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Off-the-shelf or Custom Developed	Total	Percent							
Off-the-shelf with no customization	10	33.3%							
Off-the-shelf with custom modifications	14	46.7%							
Custom developed	5	16.7%							
Total	30	100.0%							

<b>If off-the-shelf, extent of customization</b>	<b>Total</b>	<b>Percent</b>							
Extensive	4	28.6%							
Medium	5	35.7%							
Minimal	5	35.7%							
Total	14	100.0%							

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Tangible and Intangible Benefits Realized	Total	Percent
Cost savings	15	7.7%
Productivity improvements	23	11.7%
Increases in customer service efficiencies	15	7.7%
Improved or expanded services to the public	10	5.1%
Storage space savings	14	7.1%
Search and retrieval functionality	22	11.2%
Simultaneous access to files/documents capability	20	10.2%
Improved access to stored or archived records	24	12.2%
Document/records tracking and use features	19	9.7%
Improved document/information security features	16	8.2%
Document auditing capability	12	6.1%
Other*	6	3.1%
<b>Total</b>	<b>196</b>	<b>100.0%</b>
<b>*OTHER included:</b>		
K Royzaki has responded to this part		
Data Analysis		
Helps with Open Records Act requests		
Web Interface, Document version control, Events calendaring, Knowledge Sharing, Intranet Access from remote offices		
Web access to documents		
Still in process		
<b>Formal Benefits Analysis performed</b>		
Yes	<b>Total</b>	<b>Percent</b>
No	11	36.7%
No	18	60.0%
<b>Total</b>	<b>29</b>	<b>96.7%</b>
<b>Identified Benefits were achieved</b>		
Yes	<b>Total</b>	<b>Percent</b>
No	10	90.9%
No	0	0.0%
Unknown	1	9.1%
<b>Total</b>	<b>11</b>	<b>100.0%</b>
<b>System RELIABILITY</b>		
	<b>Total</b>	<b>Percent</b>
High	19	63.3%
Medium	9	30.0%
Low	2	6.7%
<b>Total</b>	<b>30</b>	<b>100.0%</b>
<b>System TRANSFERABILITY</b>		
	<b>Total</b>	<b>Percent</b>
High	17	56.7%
Medium	6	20.0%
Low	7	23.3%
<b>Total</b>	<b>30</b>	<b>100.0%</b>



# **PLANNED EDMS - Survey Response Analysis**

<b>Planned EDMS Components (Select all that apply)</b>	<b>Total</b>	<b>Percent</b>
Imaging	30	19.4%
OCR/Data Capture	21	13.5%
Document Management	31	20.0%
Workflow	20	12.9%
COLD/ERM	11	7.1%
Digital/Electronic Signatures	15	9.7%
Records Management	25	16.1%
Other (specify): *	2	1.3%
<b>Total</b>	<b>155</b>	<b>100.0%</b>
<b>*OTHER included:</b>		
N/A		
N/A		

<b>Status of Planning Process</b>	<b>Total</b>	<b>Percent</b>
Devising a high-level strategy	11	32.4%
Researching the technology	8	23.5%
Completed the research and documenting requirements	3	8.8%
Documented all requirements and commencing solicitation/procurement	1	2.9%
Commenced solicitation/procurement and identified the funding	1	2.9%
Made selection and ready to purchase	2	5.9%
Other (specify):	8	23.5%
<b>Total</b>	<b>34</b>	<b>100.0%</b>

<b>*OTHER included:</b>	
Collected requirements and awaiting funding and resources	
Purchased and implementing	
Primary strategy set that will frame to-be requirements	
Implementation stage	
Planning stages	
Preparing Board Letter for filing May 3, 2003	
N/A	
Planning stage	

<b>Time Frame for Implementation</b>	<b>Total</b>	<b>Percent</b>
1 to 12 months	19	55.9%
13 to 24 months	9	26.5%
25 to 36 months	1	2.9%
36+ months	2	5.9%
Undetermined	3	8.8%
<b>Total</b>	<b>34</b>	<b>100.0%</b>

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